

Improvement Initiatives (19 of them)

Improvement Initiatives	Summary Description and Main Objectives
Contact Center Infrastructure and Process Improvement	<ul style="list-style-type: none"> • Improve customer service (drive to single stop shopping and first point of contact resolution) and call center efficiencies by establishing an improved call handling and intelligent routing infrastructure and flows. • Establish customer relationship management capabilities and provide a customer centric view of TxDMV customers.
Online Self-Service Capabilities for Motoring Public	<ul style="list-style-type: none"> • Improve customer service by enabling online Web self-service for the motoring public using knowledge-based virtual assistant, web chat, collaborative browsing, etc. • Establish infrastructure and standards for knowledge-based customer Web services. • Expand the capability of "Call Center" to "Contact Center" to include multi-channel support including capability for customers who initiate a transaction on the Web to interact and get support from contact center agents through Web chat and live communication.
Email Response Management Capability	Improve efficiencies and customer service by deploying email response management capabilities.
On-Line Dealer Web Service Initiative	<ul style="list-style-type: none"> • Expand online capabilities for dealers to title and register vehicles in near real time, capturing all information at the point of purchase and eliminating the need for the buyer and the dealer to visit the TAC. • Improve the interfaces for vehicle transfer title transactions, allowing dealers to submit transactions online and provide payment in electronic form. • Create efficiencies at dealer locations by using data from the buyer's order to pre-populate the TxDMV system with a pending transaction.

Improvement Initiatives, continued

Improvement Initiatives	Summary Description and Main Objectives
Revamp the Dealer Licensing Program	<p>Improve process and reduce time for processing Dealer License application:</p> <ul style="list-style-type: none"> • Simplify the rules and requirements for dealers to obtain a license. • Reduce risk to the general public and to the applicant by requiring online (or in person) training and certifications as part of license process. • Allow applicants to establish an account with TxDMV and complete the application online. Accept license applications at all locations and forward them to MVD. • Enable Web self-service access to license applications together with knowledge management, virtual assistance, web chat and person-to-person communication through the Web to assist the applicants with licensing applications. • Triage the license applications into simple and complex applications and implement fast track process for simple "vanilla" applications. • Implement field inspection to assist applicants with complex applications. Allow applicants to pay a fee to expedite the inspection. • Capture/scan all documents related to the license applications (including match mail) into the system up-front so that the application status is visible in the system to all staff involved with processing the application. • Reduce time of processing an application by streamlining the process for payments and checks.
Online Self-Service for Law Enforcement	<p>Improve law enforcement access to information and improve internal TxDMV efficiencies by enabling law enforcement with self-service, enhanced access to all vehicle and driver information and providing a single view of all vehicle and owner information without having to navigate multiple systems.</p>

Improvement Initiatives, continued

Improvement Initiatives	Summary Description and Main Objectives
E-Titles and E-Liens	<ul style="list-style-type: none"> • Improve security, reduce fraud and improve efficiencies by implementing a fully electronic titling program, whereby the TxDMV vehicle record is the "official title record" and paper titles are optional at the time of initial titling or vehicle transfer. • Improve Dealer services by allowing dealers to electronically assign/reassign titles by updating TxDMV registration and titling systems in real time, eliminating the need to provide hard copy titles or assignment/reassignment forms and the need for POAs when vehicles are taken in on trade. • Improve services to financial institutions and dealers by expanding the current electronic lien program so that all liens can be placed electronically and released electronically at the time of payoff. Include the capability for dealers to electronically pay off lien holders for vehicles they take in on trade.
Integrated Case Management System	<ul style="list-style-type: none"> • Provide an integrated case management solution for Enforcement to increase information sharing, help streamline business processes, facilitate better decision-making, and increase efficiency. • Incorporate remote access to the case management system for field inspections and investigations. • Incorporate field service management to improve the efficiency of inspections by providing the capability to schedule and dispatch investigators using business intelligence.
One-Stop Shopping for Motor Carriers	Improve motor carrier customer satisfaction by enabling one-stop shopping and reduce time from purchase of a vehicle to being able to operate the vehicle for business purposes by implementing one-stop shopping and access to all services online and supported by Web Customer Service.
Electronic Cab Cards	Improve customer service and efficiencies for carriers by enabling electronic cab cards.
Enforce Scofflaw Statewide	Assist state and counties in the collection of outstanding Scofflaw fees by preventing registration until outstanding fees for all counties have been paid.

Improvement Initiatives, continued

Improvement Initiatives	Summary Description and Main Objectives
Paperless workflow	<ul style="list-style-type: none"> • Reduce cost and improve efficiency by reducing the movement of paper and replacing paper flow with electronic transactions, especially reduce the paper flow originating from TAC vehicle transfer transactions. • Improve customer service and time to issue a title by reducing delays associated with paper processing.
Online Self-Service Supply Ordering	<ul style="list-style-type: none"> • Create a centralized, integrated online ordering system for all TxDMV staff, TACs and subcontractors for all supplies, including pre-addressed window envelopes, secure title stock, plates, stickers, etc. The objectives include: • Improving services to the stakeholders by providing automated re-ordering capabilities. • Improving services to the stakeholders by providing on-line access to order status. • Reducing cost by eliminating manual order processing. • Reducing cost by reducing inventory levels.
Direct Shipping of Plates, Stickers	<ul style="list-style-type: none"> • Implement shipping of all plates, stickers and registration receipts directly to the customer from a central location. • Eliminate the need for customers to visit a service location (TAC Office or Dealer) to obtain a metal plate, stickers, and registration receipts, regardless of the service location or service channel selected by the customer for registration services. • Reduce inventory costs by shipping all plates, stickers and registration receipts from a central location directly to the customer via U.S mail once the registration transaction has been completed. • Provide customers an option to have plates, stickers and registration receipts mailed to their TAC or dealer instead of to them. However, if a dealer has financed a purchased vehicle, require the plate, sticker and registration receipt to be mailed to the dealer for delivery to the customer.

Improvement Initiatives, continued

Improvement Initiatives	Summary Description and Main Objectives
Centralized Processing of Renewals	Improve efficiencies and reduce workload on TACs by establishing central and automated processing center(s) to process all mail-in and online renewals using mail opening and remittance processing equipment.
Enhanced Technical Infrastructure Help Desk and Support	Improve service consistency and responsiveness of TxDMV in support of TACs by creating a centralized support function within TxDMV to provide one-stop shopping for assistance with policies, interpretation of State regulations and for hardware and software assistance for TACs, subcontractors, and dealers/DTA Vendors.
Implement Consistent Service Delivery	<ul style="list-style-type: none"> • Improve consistency of services delivered by TxDMV and TACs by implementing standards, tools, and new processes. • Implement a single contact phone number for all TxDMV Regional Service Centers and create a virtual pool of TxDMV Regional Service Center Representatives to handle all TAC calls; this will improve and ensure consistent response time and improved ability to handle peak workloads. • Implement skill-based routing to ensure that the most appropriate TxDMV Regional Service Center staff is responding to the request (whether through instant messaging, IVR routing or other mechanism). • Implement a knowledge base
Expand Service Availability	<ul style="list-style-type: none"> • Improve customer service by deploying web customer self-service at TACs and additional locations • Expand current services at the TACs to include additional functions only provided today by the TxDMV Regional Service Centers
Expand Fleet Registration	<ul style="list-style-type: none"> • Improve fleet owner customer service by offering fleet registration (same date renewal) to all fleets and improve plate logo design.

Priority Discussion -- Stakeholder Groups and Improvement Initiatives

Stakeholder Groups	Initiatives (Primary Impact)
Dealers	<ul style="list-style-type: none"> • Revamp the Dealer Licensing Program • On-line Dealer Web Service Initiative • E-Titles and E-Liens
Law Enforcement	<ul style="list-style-type: none"> • Online Self-Service for Law Enforcement
Motor Carriers	<ul style="list-style-type: none"> • One-Stop Shopping for Motor Carriers • Electronic Cab Cards • Expand Fleet Registration
Motoring Public	<ul style="list-style-type: none"> • Online Self-Service Capabilities for Motoring Public • Contact Center Infrastructure and Process Improvement • Email Response Management Capability • Direct Shipping of Plates, Stickers • Implement Consistent Service Delivery • Expand Service Availability • Expand Fleet Registration
Tax Assessor-Collectors	<ul style="list-style-type: none"> • Enforce Scofflaw Statewide • Centralized Processing of Renewals • Enhanced Technical Infrastructure Help Desk and Support • Direct Shipping of Plates, Stickers
TxDMV (internal efficiencies)	<ul style="list-style-type: none"> • E-Titles and E-Liens • Integrated Case Management System (Enforcement) • Paperless Workflow • Online Self-Service Supply Ordering